



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

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| Class Title | Fire Services Officer |
| Class Code Number | 6010 |

General Statement of Duties

Provides a variety of administrative, office, and field work to support fire and emergency operations; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform a variety of administrative and field duties to support fire and emergency operations. The work is performed under the supervision and direction of the Fire Chief, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment and in the field.

Examples of Essential Work (Illustrative Only)

- Participates in the development and administration of the Department's annual budget, including projecting expenditures for budget, analyzing financial reports to identify department expenditure trends, obtaining and monitoring purchase orders, and preparing reports for chief officers as required;
- Manages the Emergency Operations Center, including coordinating training opportunities for City personnel, functioning as the EOC manager during emergency activation, preparing and providing public service presentations for public education, contracting for City cell phones, equipment and billing, and serving as a liaison to all City departments and outside agencies;
- Administers the Nuisance Abatement Program, including overseeing volunteer inspectors, serving as the Department's representative on the nuisance abatement team, issuing all notifications to

- violators, and responding to requests for information from other departments or the general public in a timely and courteous manner;
- Administers fee recovery for multi-department ordinances and fee schedule, including analyzing dispatch reports, entering alarm information into database, preparing and sending violator notices, providing customer service to alarm owners and providers, preparing invoices for department fees, and managing accounts for contact emergency agreements;
- Serves as the network administrator for the Department's computer system, including enforcing City computer use policy, troubleshooting computer problems, providing software support, managing department e-mail software, maintaining server as instructed, and training department personnel in computer services;
- Performs a variety of administrative support duties, including providing backup support to administrative support personnel, providing rehabilitation support to operations at fire scenes, and planning and coordinating department ceremonial, business, and social functions;
- Performs initial field investigations of potential violations of City code and/or nuisance complaints, and takes statements and photographs as necessary;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

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| Required Knowledge, Skills, and Abilities |
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- Some knowledge of Department policy and standards;
- Some knowledge of the City of Eureka Municipal Code, Uniform Fire Code, Health and Safety Code;
- Some knowledge of basic organization and function of fire department practices, including the Department's emergency services and operations;
- Some knowledge of standard office procedures, methods, and equipment;
- Some knowledge of techniques for dealing with the public in a tactful but firm manner;
- Ability to exercise diplomacy when interacting with sensitive situations involving the public, and department heads in emergency situations;
- Ability to interpret and apply Federal, State, City, and departmental laws, policies, and procedures;
- Ability to prepare and present public presentations in an organized and professional manner;
- Ability to establish and maintain effective working relationships with the Fire Chief, other City personnel, other agencies, area businesses, homeowners, and the general public;
- Ability to motivate superiors and other department heads to prepare adequately for their roles in the Emergency Operations Center;
- Ability to plan new department programs and institute new procedures as required;
- Ability to effectively manage department accounts to maximize financial resources, including contracting and negotiating service contracts;
- Ability to prepare grant applications related to department activities as required;

- Ability to multi-task and prioritize projects and work load;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED; and
- Some (one to three years) customer service experience in a professional or public safety environment.

Required Special Qualifications

- Valid Class C California State Driver's License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office or field environment.